



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/578,723

Examiner : W. J. DEANE Jr.

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S
GOALS AND BEHAVIORS WITHIN A CUSTOMER SERVICE
CENTER ENVIRONMENT

REQUEST FOR EXTENSION OF TIME

Commissioner for Patents
U.S. Patent and Trademark Office
220 20th Street S.
Customer Window, Mail Stop _____
Crystal Plaza Two, Lobby, Room 1B03
Arlington, VA 22202

Sir :

Please extend the time for response to the Official Office Action dated June 4, 2004 by two months, from September 7, 2004 (September 4, 2004, being a Saturday) to November 4, 2004. A check including the amount of \$430.00 is enclosed as payment for the fee.

The U.S. Patent and Trademark Office is hereby authorized to credit any overpayment or charge any additional fee to Deposit Account No. 19-0089.

11/05/2004 EABUBAK1 00000004 09578723

02 FC:1252

430.00 0P

Respectfully Submitted,
Robert R. BUSHEY et al.

W. H. Bernstein Reg. No.
Bruce H. Bernstein 41,568
Reg. No. 29,027

November 3, 2004
GREENBLUM & BERNSTEIN, P.L.C.
1950 Roland Clarke Place
Reston, VA 20191
(703) 716-1191